

photos

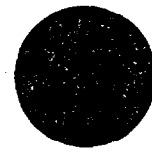
APR 20 1995

EPDS

18 81

1. CASE NO. 950313CBB2472 X95 30639		2. INVESTIGATOR'S ID 8 0 5 2		3. OFFICE CODE 8 3 0		EPIDEMIOLOGIC INVESTIGATION REPORT
4. DATE OF ACCIDENT YR MO DAY 9 5 0 3 1 0		5. DATE INVESTIGATION INITIATED YR MO DAY 9 5 0 3 2 7				
6. SYNOPSIS OF ACCIDENT OR COMPLAINT A consumer was using a brand new toaster oven-broiler at her home for the first time to toast bread. The toaster oven-broiler failed to shut off, and the toast caught on fire. The toaster-oven broiler was set to the lightest setting. Smoke poured out of the product from the burning toast. The consumer removed the burned toast. There was no fire damage to the product, or to any other item. There were no injuries. The same thing occurred when her husband						
7. LOCATION (Home, school, etc.) home		8. CITY 1 0 Bloomfield Hills		9. STATE Michigan M I		
10A. FIRST PRODUCT toaster oven-broiler		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Model No. TR0515TY1 Black & Decker Corp., 701 E. Joppa Rd., Towson, MD 21204				
10B. SECOND PRODUCT none		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS n/a				
12. AGE OF VICTIM 9 9 9		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 9		14. DISPOSITION No injury 0		15. INJURY DIAGNOSIS No injury 7 0
16. BODY PART No injury 9 9		17. RESPONDENT(S) (Mother, Friend) Consumer Complainant 1		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 1 OTHER 3		19. TIME SPENT 1 2 0
20. ATTACHMENTS T-830-5007 multiple 9		21. CASE SOURCE consumer complaint 0 7		22. REVIEWED BY 8 3 1 1 Travel = 2 hours 9 5 0 4 1 4		
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input checked="" type="checkbox"/>						
24. NARRATIVE (See instructions on Other Side) See Attached.				25. REGIONAL OFFICE DIRECTOR REVIEW DATE		

MFR/PRVLR NOTIFIED 5/13/95
No Comments made
Comments attached
Excisions/Revisions
Firm has not requested
further notice



(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)

ACCIDENT INFORMATION

I visited the accident site, interviewed the consumer complainant, and observed the toaster oven broiler. I obtained as a sample the toaster oven broiler from the consumer. I sent the sample to Renae Rauchsvalbe, CECA, for examination. I inspected the retailer from where the product had been purchased. My findings are reported under separate cover.

The consumer lives with her family in a single family house in a suburb to a large city. In early March, 1995 she purchased the toaster oven broiler from a local hardware store (retail chain) for use by her family. She & her husband have used toaster oven broilers in the past, but they now needed a new one. She stated that before she attempted to use the product, she read the instructions. She stated that she followed the instructions. The toaster oven broiler was located in the kitchen when used.

The incident occurred on 3/10/95, the first time that the toaster oven broiler was used. The consumer stated that she put bread into the toaster oven to toast it. She stated that she set the product for toast and on the "medium setting". She then turned on the product. She stated that the toaster oven broiler was supposed to turn off automatically, but it did not, and the toast began to darken. She then turned it off herself to remove the toast. She stated that she then put in a new slice of bread & set the product on the "light setting". (This was the lightest setting.) Again, the toaster oven broiler did not shut off (it did not pop open, nor did its bell work). Only this time the bread caught on fire like a torch. Smoke was coming from the toaster oven broiler, because of the burning toast. She opened the door to the toaster oven broiler, and removed the toast before there was any fire damage to the product or anything else. (There was no fire damage to anything.) There were no injuries.

The consumer stated that she & her husband knew that the toaster oven broiler did not operate properly, and believed that it could be a possible fire hazard. (They have children, and they were concerned that a child might not know what to do if the same thing had occurred, while the child was using the product.) The consumer telephoned the manufacturer to inform them of the incident. She stated that the manufacturer's representative stated that they were not aware of any problem with this model of toaster oven broiler, and that they (the manufacturer) wanted the consumer to send them the toaster oven broiler so they could examine it. The consumer stated that she & her husband were unsure whether to return it to the manufacturer, because the manufacturer might take no further action. She stated that they then decided to file a complaint with CPSC, so they called CPSC's toll free number.

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The consumer stated that no electrical technician or small appliance expert had examined the toaster oven broiler after the incident had occurred.

SAMPLE COLLECTION

I obtained the toaster oven broiler from the consumer, and identified it as Sample No. T-830-5007. I sent the sample to Renae Rauchschiwalbe, CECA, who was the CPSC Compliance Officer who had requested the assignment.

PRODUCT INFORMATION

The product was a brand new (first time used) Black & Decker electric toaster oven broiler (called a Black & Decker Toast-R-Oven) manufactured by Black & Decker Corp., 701 E. Joppa Rd., Towson, Maryland 21204. It was identified as Model No. TRO515TY1, Serial No. 9437N, and Date Code 437. The bottom of the toaster oven broiler also stated the following: 120 VOLTS, 1500 WATTS, 50 - 60 HZ AC ONLY, HOUSEHOLD USE ONLY, and UL TOASTER LISTED 228E.

EXHIBITS

1 - Copy of the instructions for the toaster oven broiler.

Attached to the narrative are photographs of the toaster oven broiler.

Photos #1 & #2 show the toaster oven broiler.

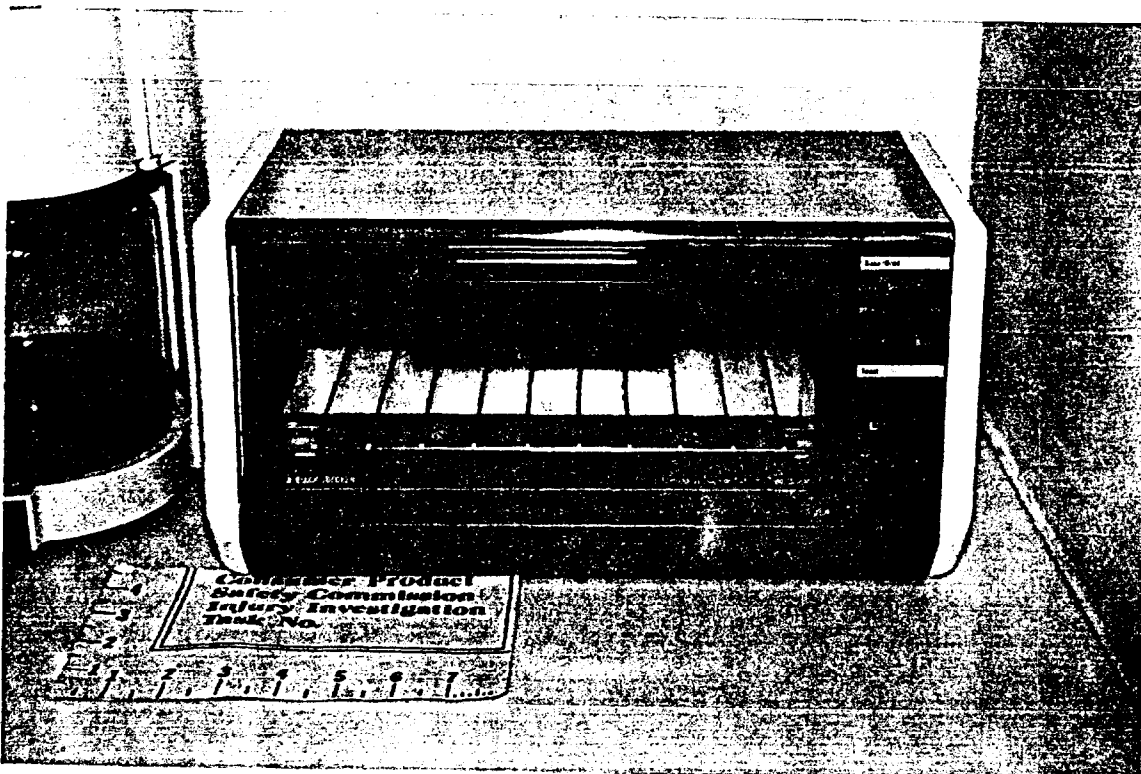
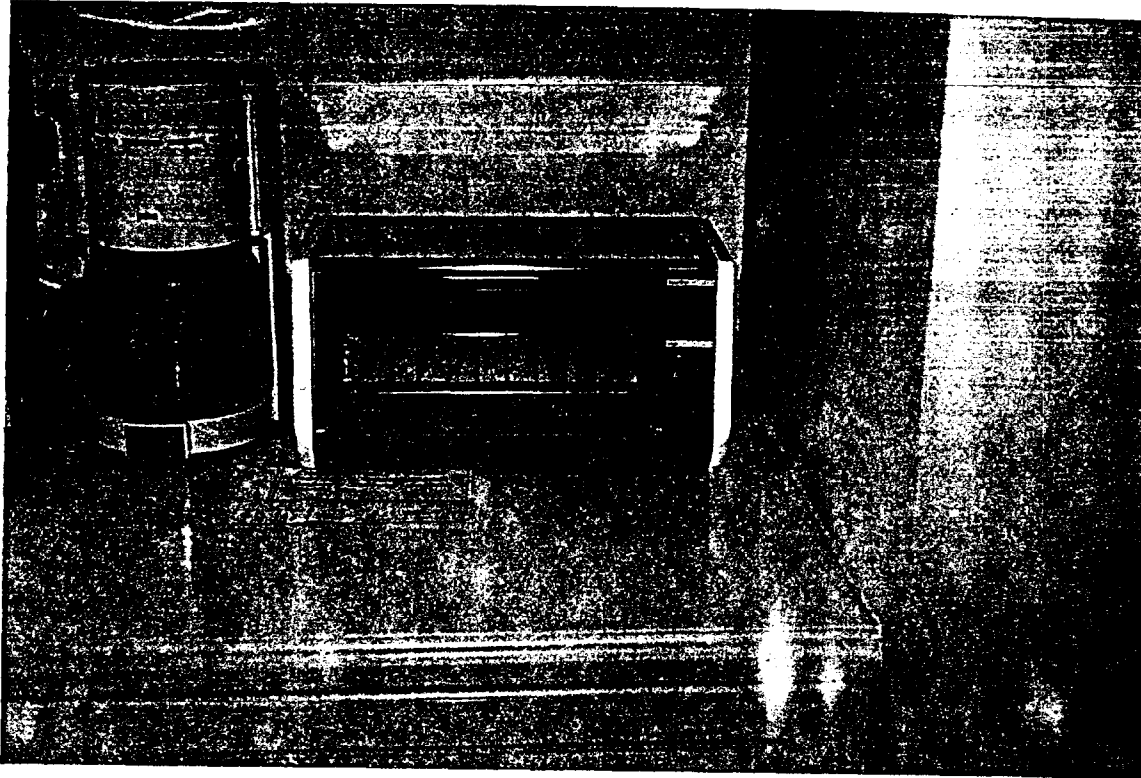
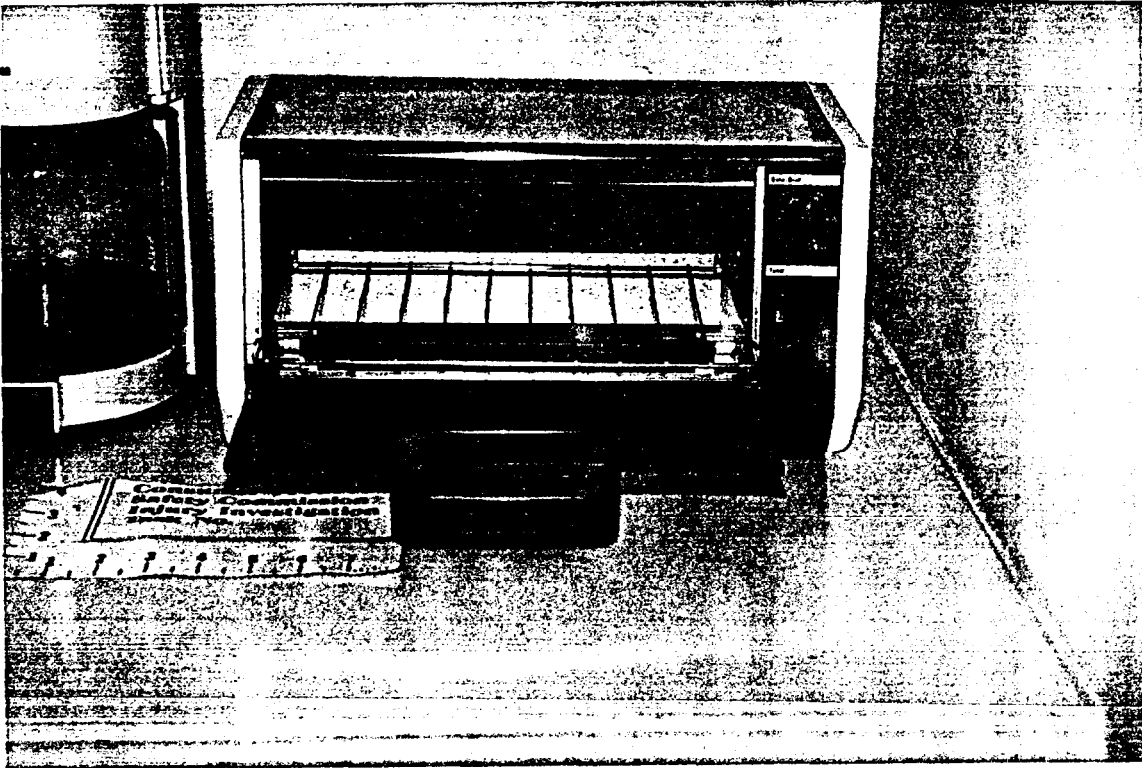
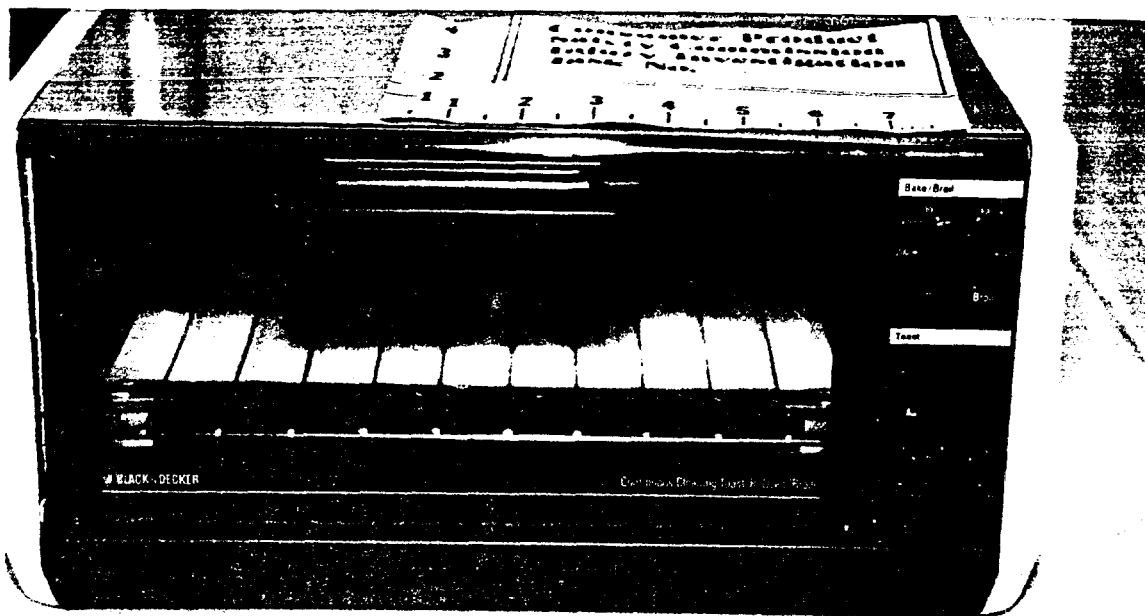


Photo #3 shows the toaster oven broiler with its door open.



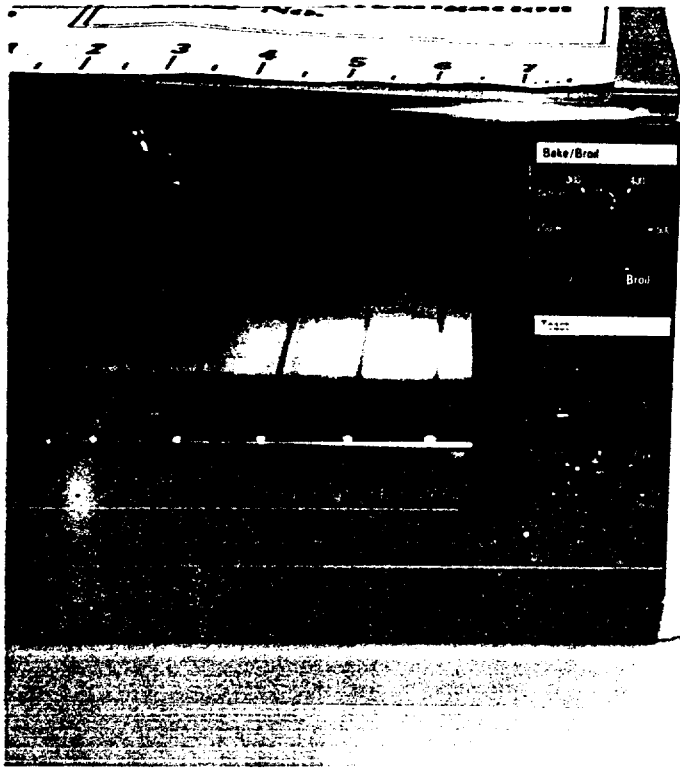
3

Photos #4 & #5 show a closer view of the front of the toaster oven broiler.

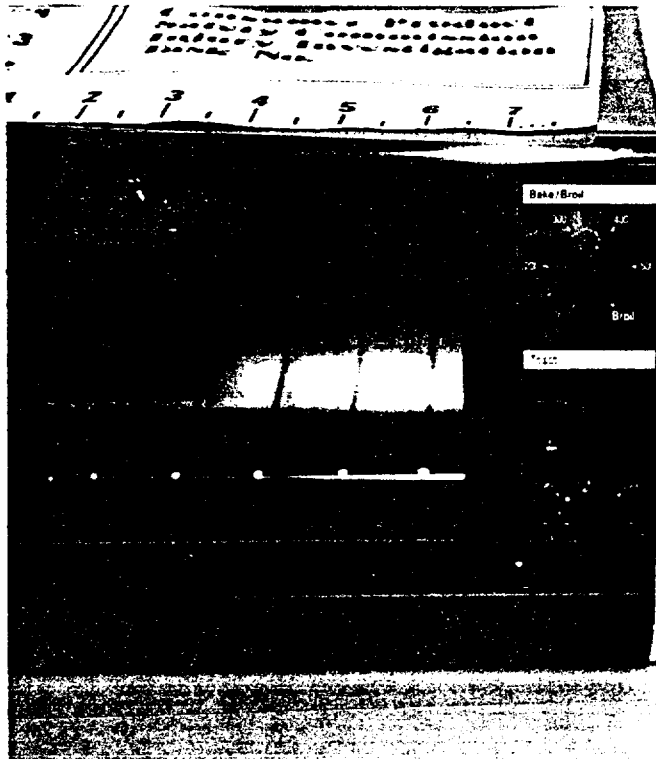


Task No. 950313CBB2472

Photos #6 & #7 show the control panel to the toaster oven broiler.



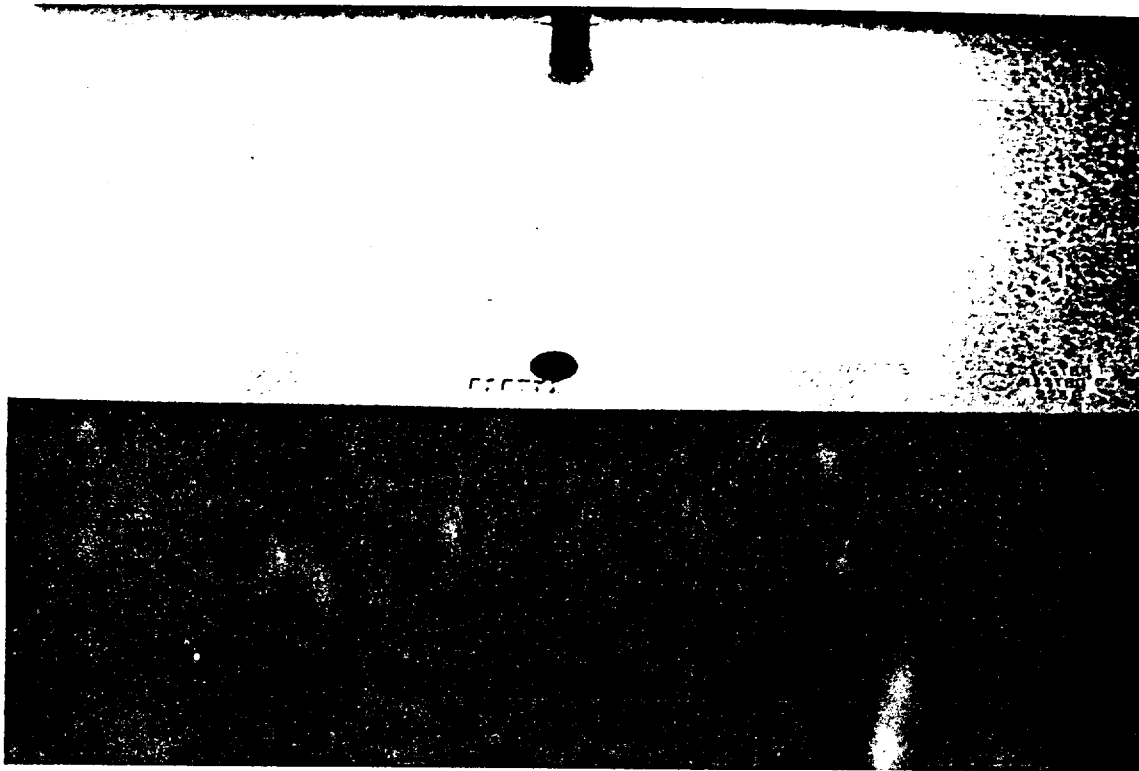
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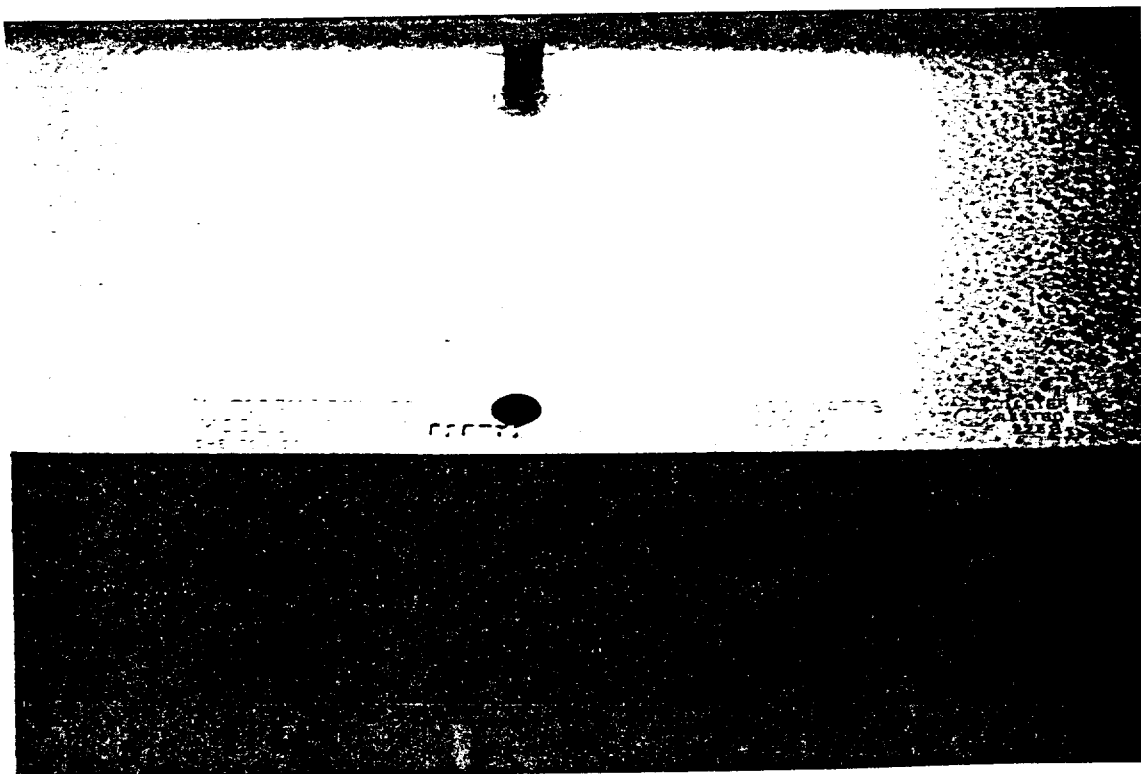
7

Photos #8 & #9 show the model identification on the bottom of the product.

NOTE: It was very difficult to photograph this information, because it was only stamped into the very shiny metal.



8



9

Photos #10 & #11 show some of the labeling (main panel & rear panel) to the retail carton of the toaster oven broiler.

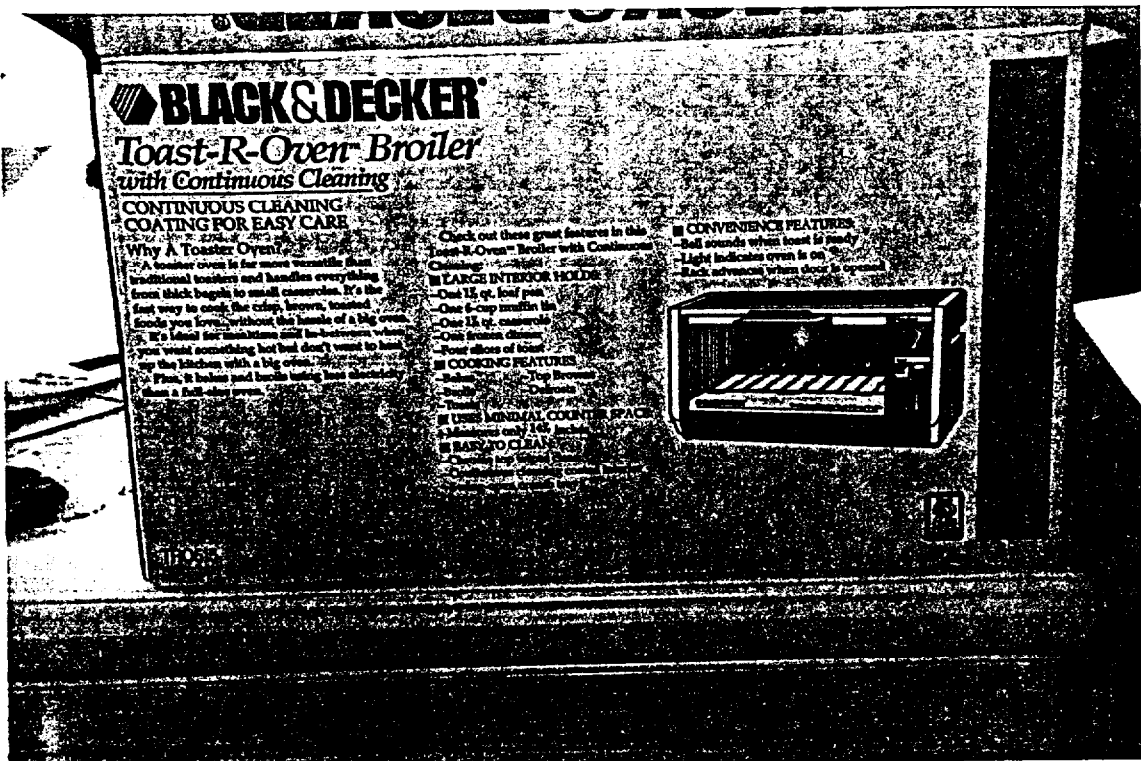
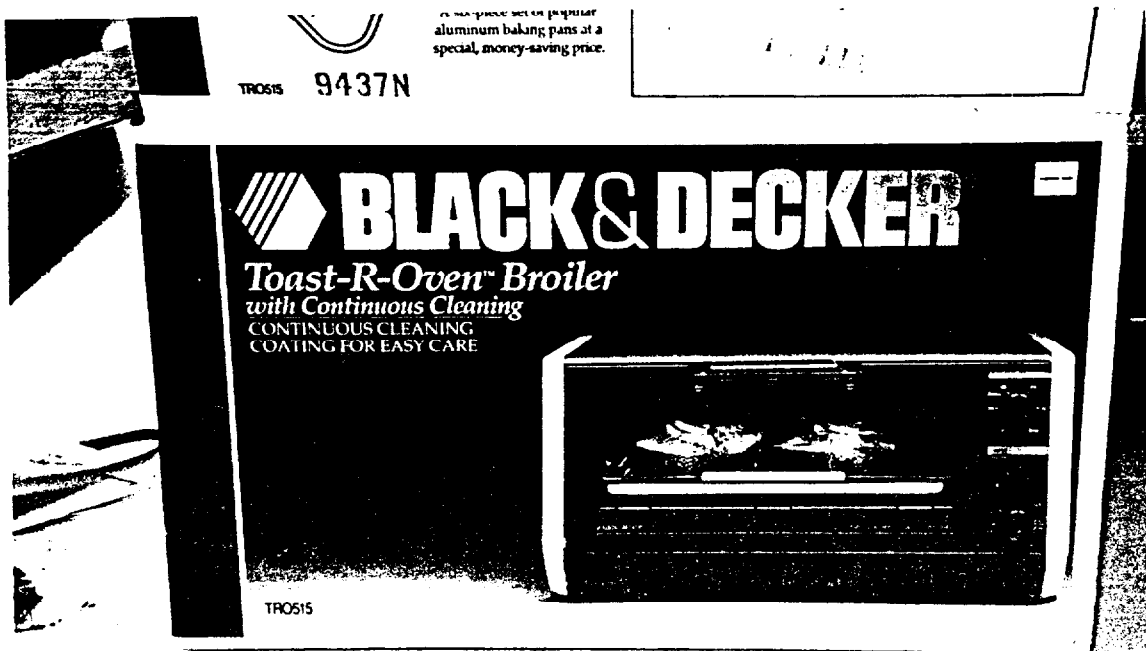


Photo #12 shows the side panel label to the retail carton for the product.

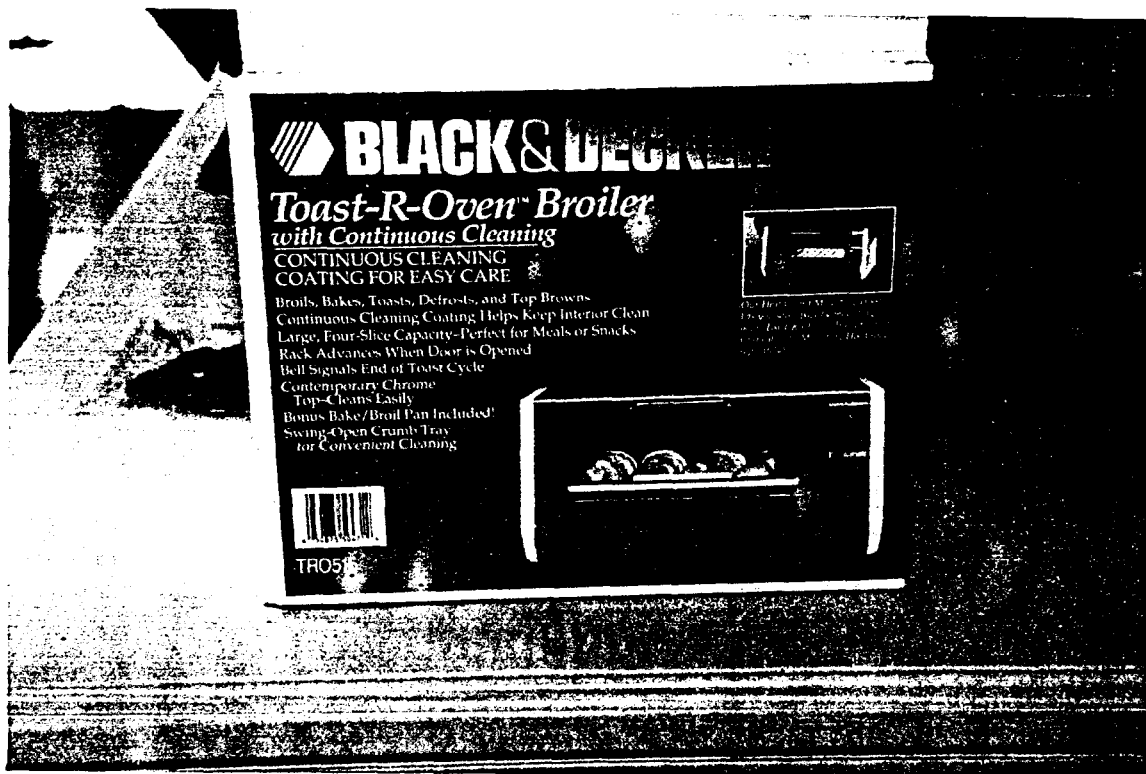


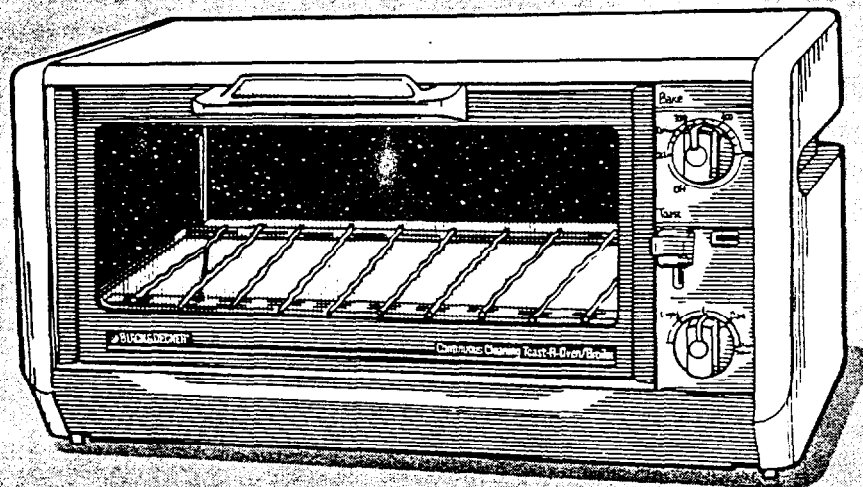
EXHIBIT 1 950313CBB2472



BLACK & DECKER®

SAVE THIS USE AND CARE BOOK

Toast-R-Oven™ Broilers



800-231-9786

QUESTIONS? Please call us TOLL FREE
Monday - Friday 8:15 a.m. - 5:00 p.m. Eastern Time.

MODELS TR051, TR0400 -TR0600

U. S. CONSUMER PRODUCT SAFETY COMMISSION

SAMPLE COLLECTION REPORT

1. Flag		2. Date Collected		3. Sample type & number	
		4/11/95		<input checked="" type="checkbox"/> Physical T-830-5007 <input type="checkbox"/> Documentary	
4a. Product name		4b. Model		4c. NEISS	
Black & Decker Toast-R-Oven Broiler		#TR0515TY1		0216	
				5. Assignment ref.	
				950313CBB2472	
6. Complete for import samples				7. MIS	
a. Port of Entry : n/a				32626	
b. Entry # & date :				8. Hours:	
c. Country of Origin :				a. Activity 4 hrs.	
d. HSUSA code :				b. Travel 1 hr.	
e. Customs Contact :				9a. Home RO	
				FOER	
				FOCR	
10. Sample Cost		11. Invoice value of lot		12. Size of lot	
\$57.00 (CASH PAID)		\$ 0.00		None	
13. Manufacturer/Importer		14. Shipper/Foreign Mfr.		15. Dealer/Import Broker	
Black & Decker Corp.		Same As #13.		I obtained the product from	
701 E. Joppa Rd.				the consumer in IDI	
Towson, MD 21204				#950313CBB2472	
ID #		ID#		ID#	
16. Supporting documents attached:					
a. Invoice # & date: n/a				b. Date Shipped:	
c. Shipping record # & date: n/a					
d. Affidavit signer's name, title & date: n/a					
17. Product Identification:					
The product is a toaster oven broiler that is identified as a "BLACK & DECKER Continuous Cleaning Toast -R-Oven/Broiler***MODEL NO. TR0515TY1*** SERIAL NO. 9437N***DATE CODE 437***". The retail box main panel label stated in part, "***BLACK & DECKER Toast-R-Oven Broiler with Continuous Cleaning***TR0515***". Bottom of carton reads in part, "***Black & Decker (U.S.) Inc. 6 Armstrong Road Shelton CT 06484**"					
18. Reason for collection & analysis needed: FHSA CPSAXX FFA PPPA RSA					
Reason: Requested in IDI assignment. Collected from consumer.					
Analysis: As desired by R. Rauchschalbe, CECA, to determine why product does not automatically turn off when done.					
19. Summary of Field Screening: n/a					
20. Sample Size, Method of Collection:					
One unit collected directly from the consumer in the IDI. Consumer also provided retail carton in which the product was sold. Product & retail carton were identified with sample #, date, initials. Product was placed in its original retail carton, and officially CPSC sealed with Form 165 attached. Sample was then placed in another cardboard box for shipment.					
21. Identification on sample			22. Identification on seal		
"T-830-5007 4/11/95 JJT"			"T-830-5007 4/11/95 James J. Testasecca"		
23a. Sample delivered to		23b. Date		24. Orig. report/records sent to	
United Parcel Service, Detroit, MI		4/11/95		FOER	
25. Laboratory/Office: ESEL <input type="checkbox"/> HSHL <input type="checkbox"/> CERM <input type="checkbox"/> CECA <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>					
26. Remarks					
An example of a burned toast is included with the sample. The consumer's husband tried to use the product the night before my visit to their home, and the same thing happened again.					
27. Related Samples n/a					
28a. Collector's name, title & employee #			28b. Collector's signature & date		
James J. Testasecca, Investigator, 8052			James J. Testasecca 4/11/95		
29a. Reviewer's name, title & employee #			29b. Reviewer's signature & date		
Distribution: Orig <input type="checkbox"/> Lab <input type="checkbox"/> Fiscal <input type="checkbox"/> Data <input type="checkbox"/> Hdqtr <input type="checkbox"/> Other <input checked="" type="checkbox"/>					

FIELD ACTIVITY COVERSHEET

1. REGION/STATE FOCR		2. OPERATION (Check One) <input checked="" type="checkbox"/> Inspection () Establishment Visit () Telephone Contact () Investigation () Other _____		3. DATE 4/11/95	
		4. NUMBER (For RO Use)			
5. ESTABLISHMENT Name <u>DAMMON HARDWARE #2</u> Address <u>6650 Telegraph Road</u> City <u>Bloomfield Township</u> State <u>Michigan</u> Zip <u>48302</u> Telephone No. _____					
6. RELATED FIRM () Parent (XX) Headquarters () Subsidiary () Other Name <u>Dammon Hardware</u> City <u>Madison Heights</u> State <u>Michigan</u>					
7. PRODUCTS COVERED <u>Black & Decker Model #TR0515</u> <u>Toast-R-Oven Broiler</u>			8. OTHER CONSUMER PRODUCTS <u>numerous other consumer products</u>		
9. ESTABLISHMENT TYPE () Manufacturer () Importer () Wholesaler () Own Label Distributor <input checked="" type="checkbox"/> Retailer () Repackager () Other _____			10. ANNUAL PRODUCTION Product Covered \$ _____ Units <u>30</u> Other Products \$ _____ Units _____		
11. I.S. BUSINESS % Received <u>95 %</u> % Shipped <u>0 %</u>		12. SAMPLES COLLECTED None		13. MIS CODE 32626	
14. HOURS Activity <u>6 hours</u> Travel <u>2 hours</u>					
15. REASON FOR ACTIVITY (Assignment Reference) Follow-up to IDI Task No. 950313CBB2472.					
16. ANNOUNCED () Rationale for Announced Inspection UNANNOUNCED ()					
17. EMPLOYEE'S NAME James J. Testasecca		TITLE Resident Investigator DET-RP		SIGNATURE <i>James J. Testasecca</i>	
18. (X) ENDORSEMENT () REMARKS () SUMMARY () OTHER <p><i>This retailer was inspected as follow-up to the above FDI. The Asst Manager was not aware of any similar problem.</i></p> <p><i>FTU: As needed</i></p>					
19. REVIEWER'S NAME <i>JAMES A. MIERSCHE</i>		TITLE SPST		SIGNATURE <i>James A. Mier</i>	
20. REVIEW DATE 4-18-95		21. DISTRIBUTION O = FOCR IDI:			

DAMMAN HARDWARE #2
6650 Telegraph Rd.
Bloomfield Hills, MI 48302

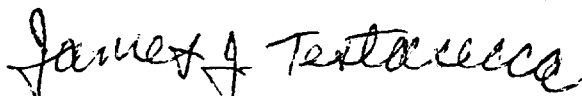
EIR 4/11/95 JJT

INSPECTIONAL FINDINGS

The inspection of this retailer of consumer products & hardware items was conducted as a follow-up to IDI Task No. 950313CBB2472 that involved a consumer's Black & Decker Model No. TRO515TY1 Toast-R-Oven Broiler manufactured by Black & Decker Corp., 701 E. Joppa Rd., Towson, MD 21204. The consumer purchased the product from this retailer. The first time that the consumer used the toaster oven broiler (she attempted to toast a slice of bread on the lightest setting of the product), the product failed to automatically turn off & sound its bell like it should. The toasted bread caught on fire. The consumer opened the product's door, and removed the burning slice of bread. When her husband used the product again to toast another slice of bread while it was set to the lightest setting, the product again failed to turn off, and the bread caught on fire. He removed the burning slice of bread.

I showed my credentials & issued the Notice of Inspection to Richard J. Lull - Assistant Manager of the retail outlet. I explained to Mr. Lull the purpose of my visit & informed him about the consumer complaint.

Mr. Lull stated that he was not aware of any complaints involving the Black & Decker Toast-R-Oven Broiler, and that in his position he would most likely be made aware of any complaints, if the store had received any. (The consumer had only informed the manufacturer of the incident, and not the retailer.) When I asked Mr. Lull as to how many units of the toaster oven broiler that his store had sold & how many had been returned, he stated that he did not have that information, but would have to contact the firm's Buying Office to get the information. He called the firm's headquarters & spoke with the Buyer. Mr. Lull then told me that his store had sold 30 units of the toaster oven broiler, and had received no returns. Mr. Lull stated that he was aware of no returns of the product. Mr. Lull also stated that the Buyer told him that he had heard of no complaints involving the toaster oven broiler.



JAMES J. TESTASECCA
Resident Investigator
Detroit Resident Post

U.S. CONSUMER PRODUCT SAFETY COMMISSION

NOTICE OF INSPECTION

1. DATE 4/11/95	3. FROM (Area Office and Address) U. S. CONSUMER PRODUCT SAFETY COMMISSION McNAMARA FED. BLDG. ROOM 1025 477 MICHIGAN AVENUE DETROIT, MICHIGAN 48226
2. TIME 10:00 A.M. _____ P.M.	

4. TO	A. NAME AND TITLE OF INDIVIDUAL RICHARD J. LALL - ASSISTANT MANAGER
	B. FIRM NAME DAMMAN HARDWARE #2
	C. NUMBER AND STREET ADDRESS 6650 TELEGRAPH RD.
	D. CITY, STATE AND ZIP CODE BLOOMFIELD TWP., MI. 48302

Notice of Inspection is hereby given pursuant to:

- Flammable Fabrics Act (15 U.S.C. 1191 *et seq.*);
- Federal Trade Commission Act (15 U.S.C. 41 *et seq.*);
- Sections 16, 19 and 27 of the Consumer Product Safety Act (15 U.S.C. 2065, 2068 and 2076)
- Section 704(a) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 374(a)) [Authority for inspections in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 *et seq.*)] and/or
- Section 11(b) of the Federal Hazardous Substances Act as Amended (15 U.S.C. 1270(b)).

Refer to the back of this form for a discussion of inspectional authority and for pertinent statutory language.

5. PURPOSES OF INSPECTION AND NATURE OF INFORMATION TO BE OBTAINED AND/OR COPIED.

The purpose of this inspection is to obtain information; to review and obtain copies of items including but not limited to records, reports, books, documents; and labeling; and to obtain samples, in order to enforce or determine compliance with the Acts administered by the Consumer Product Safety Commission.

TASK 9503/3CBB2472

U.S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

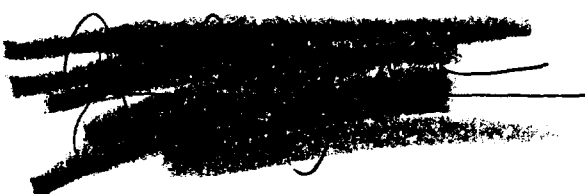
Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

☐

You are hereby authorized to disclose my name and address with the information collected on this case.

☒

My identity is to remain confidential.



4/11/95
(Date)

CIBD please

ACCIDENT INVESTIGATION REQUEST FORM

Document Number

~~XXXXXXXXXX~~ X530639A

Date of Incident

3/10

Category I.D.

SECTRR 1995

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact

R. Rauchschwalbe

Assignment Message

Obtain toaster oven for
engineering evaluation. Verify accident
scenario and settings during incident.
Return to dealer to determine if they
have received similar complaints or returns.

Person(s) to Contact

~~XXXXXXXXXX~~
~~XXXXXXXXXX~~
Bloomfield Hills, MI
~~XXXXXXXXXX~~

Guideline

Requested By

RR

Task Number

960313 CBB 2472

Assigned to

CH10

Date

3/13/95

CONSUMER PRODUCT INCIDENT REPORT

1. NAME OF RESPONDENT [REDACTED]		2. TELEPHONE NO. (WORK) [REDACTED]	
3. STREET ADDRESS [REDACTED]		4. CITY STATE ZIP CODE Bloomfield Hills, MI 48031	
5. DESCRIBE ACCIDENT SITUATION OR HAZARD, INCLUDING DATA ON INJURIES. (Use second page if necessary.) 1st use - plugged in toaster oven, put in Pepperidge Farm white bread - did not pop open, no bell, and bread caught on fire like a torch. It was on lightest setting. My wife caught it before there was damage. Convenience feature - bell sounds when toast is ready - did not work.			
6. DATE OF INCIDENT(S) 3/10	7. IF INJURY OR NEAR MISS, OBTAIN AGE 37 SEX F AND DESCRIBE INJURY No	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME RELATIONSHIP	
9. DESCRIPTION OF PRODUCT Toaster Oven Broiler		10. BRAND NAME Black & Decker	
11. MANUFACTURER/DISTRIBUTOR NAME, ADDRESS & PHONE Black & Decker Joppa Rd. Towson, MD		12. MODEL SERIAL NO.'S Model TRO 515 TY1 Serial # 9437 N, Date Code 437	
13. DEALER'S NAME, ADDRESS & PHONE Damon Hardware Bloomfield Twpsh 6650 TELEGRAPH RD., BIRMINGHAM		14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES NO <input checked="" type="checkbox"/> IF YES, BEFORE OR AFTER THE INCIDENT? Describe brand new	
15. PRODUCT PURCHASED NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DATE PURCHASED AGE 1st use		16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE:	
17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO <input checked="" type="checkbox"/> IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER		18. IS THE PRODUCT STILL AVAILABLE? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> IF NOT, ITS DISPOSITION	
19. MAY WE USE YOUR NAME WITH THIS REPORT? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>			
FOR ADMINISTRATION USE			
20. DATE RECEIVED 3/10/95	21. RECEIVED BY (Name & Office) R. Rauchschoeller		22. DOCUMENT NO. XS 30639
23. FOLLOW-UP ACTION 950313 CBB 2472		24. PRODUCT CODE(S)	
25. DISTRIBUTION		26. ENDORSEMENT'S NAME & TITLE	